

| Ref # | Hits | Search Query  | DBs   | Default Operator | Plurals | Time Stamp       |
|-------|------|---|---|------------------|---------|------------------|
| L1    | 2070 | (@ad<"20010507" and (customer adj relation\$4 adj manag\$5) or crm or (sale adj force adj automat\$3) or sfa) and (alter\$3 or notif\$7)  | US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB | OR               | ON      | 2005/09/12 10:42 |
| L2    | 745  | (@ad<"20010507" and ((customer adj relation\$4 adj manag\$5) or crm or (sale adj force adj automat\$3) or sfa) and (alter\$3 or notif\$7))  | US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB | OR               | ON      | 2005/09/12 10:43 |
| L3    | 28   | (@ad<"20010507" and ((customer adj relation\$4 adj manag\$5) or crm or (sale adj force adj automat\$3) or sfa) with (alter\$3 or notif\$7))   | US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB | OR               | ON      | 2005/09/12 10:43 |
| S11   | 4535 | (@ad<"20010507").ad. and (online or (on adj line) or ecommerce or (e adj commerce) or ebusiness or internet or web or portal or b2c or b2b) and (call near1 center) or crm or "customer resource management" or (customer adj support) and (monitor\$3 near1 (customer or consumer or buyer or purchaser or procurer or shopper)) with notifi\$6  | US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB | OR               | OFF     | 2005/09/12 10:37 |
| S12   | 4860 | (@ad<"20010507").ad. and (online or (on adj line) or ecommerce or (e adj commerce) or ebusiness or internet or web or portal or b2c or b2b) and (call near1 center) or crm or "customer resource management" or (customer adj support) and (monitor\$3 near1 (customer or consumer or buyer or purchaser or procurer or shopper)) with notifi\$6  | US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB | OR               | ON      | 2005/06/12 13:07 |
| S13   | 4859 | (@ad<"20010507").ad. and (online or (on adj line) or ecommerce or (e adj commerce) or ebusiness or internet or web or portal or b2c or b2b) and (call near1 center) or crm or "customer resource management" or (customer adj support) same (monitor\$3 near1 (customer or consumer or buyer or purchaser or procurer or shopper)) with notifi\$6 | US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB | OR               | ON      | 2005/06/12 13:08 |

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| S14 | 4857 | (@ad<"20010507").ad. and (online or (on adj line) or ecommerce or (e adj commerce) or ebusiness or internet or web or portal or b2c or b2b) and (call near1 center) or crm or "customer resource management" or (customer adj support) near20 (monitor\$3 near1 (customer or consumer or buyer or purchaser or procurer or shopper)) with notifi\$6                           | US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB | OR | ON | 2005/06/12 13:08 |
| S15 | 4857 | (@ad<"20010507").ad. and (online or (on adj line) or ecommerce or (e adj commerce) or ebusiness or internet or web or portal or b2c or b2b) and (call near1 center) or crm or "customer resource management" or (customer adj support) near10 (monitor\$3 near1 (customer or consumer or buyer or purchaser or procurer or shopper)) with notifi\$6                           | US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB | OR | ON | 2005/06/12 13:09 |
| S16 | 4857 | (@ad<"20010507").ad. and (online or (on adj line) or ecommerce or (e adj commerce) or ebusiness or internet or web or portal or b2c or b2b) and (call near1 center) or crm or "customer resource management" or (customer adj support) near10 (monitor\$3 near1 (customer or consumer or buyer or purchaser or procurer or shopper)) with notifi\$6 near2 (item or product)   | US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB | OR | ON | 2005/06/12 13:10 |
| S17 | 4857 | (@ad<"20010507").ad. and (online or (on adj line) or ecommerce or (e adj commerce) or ebusiness or internet or web or portal or b2c or b2b) and (call near1 center) or crm or "customer resource management" or (customer adj support) near10 (monitor\$3 near1 (customer or consumer or buyer or purchaser or procurer or shopper)) with (notifi\$6 near2 (item or product)) | US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB | OR | ON | 2005/06/12 13:10 |
| S18 | 6907 | (@ad<"20010507").ad. and (online or (on adj line) or ecommerce or (e adj commerce) or ebusiness or internet or web or portal or b2c or b2b) and (call near1 center) or crm or "customer resource management" or (customer adj support)  | US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB | OR | ON | 2005/06/17 06:53 |

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| S19 | 0    | S18 and (monitor\$3 near1 (customer or consumer or buyer or purchaser or procurer or shopper) with (notifi\$6 near2 (item or product))   | US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB | OR | OFF | 2005/06/12 13:11 |
| S20 | 0    | S18 and (monitor\$3 near1 (customer or consumer or buyer or purchaser or procurer or shopper) near20 (notifi\$6 near2 (item or product))   | US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB | OR | OFF | 2005/06/12 13:11 |
| S21 | 0    | S18 and (monitor\$3 near3 (customer or consumer or buyer or purchaser or procurer or shopper) with (notifi\$6 near2 (item or product))   | US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB | OR | ON  | 2005/06/12 13:12 |
| S22 | 0    | S18 and (monitor\$3 near3 (customer or consumer or buyer or purchaser or procurer or shopper) near20 (notifi\$6 near2 (item or product))   | US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB | OR | ON  | 2005/06/12 13:12 |
| S23 | 0    | S18 and (monitor\$3 near3 (customer or consumer or buyer or purchaser or procurer or shopper) same (notifi\$6 near2 (item or product))   | US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB | OR | ON  | 2005/06/12 13:14 |
| S24 | 6918 | (@ad<"20010507").ad. and (online or (on adj line) or ecommerce or (e adj commerce) or ebusiness or internet or web or portal or b2c or b2b or brows\$3) and (call near1 center) or crm or "customer resource management" or (customer adj support) | US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB | OR | ON  | 2005/06/12 13:13 |
| S25 | 0    | S22 and S24  | US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB | OR | OFF | 2005/06/12 13:13 |
| S26 | 7    | S18 and (monitor\$3 near2 (customer or consumer or buyer or purchaser or procurer or shopper) with notifi\$6   | US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB | OR | ON  | 2005/06/17 06:55 |
| S27 | 21   | S18 and ((monitor\$3 or brows\$3) near2 (customer or consumer or buyer or purchaser or procurer or shopper)) with notifi\$6  | US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB | OR | ON  | 2005/06/12 13:17 |
| S28 | 23   | ("6094673").URPN.  | USPAT                                       | OR | OFF | 2005/06/12 13:19 |

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| S29 | 10   | S18 and ((monitor\$3 or trigger) near2 (customer or consumer or buyer or purchaser or procurer or shopper)) with notifi\$6   | US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB | OR | ON  | 2005/06/12 13:31 |
| S30 | 4537 | (@ad<"20010507").ad. and (online or (on adj line) or ecommerce or (e adj commerce) or ebusiness or internet or web or portal or b2c or b2b) and (call near1 center) or crm or "customer resource management" or (customer adj support) and (monitor\$3 near1 (customer or consumer or buyer or purchaser or procurer or shopper)) with (select\$3 or click\$3 or purchas\$3 or buy\$3) | US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB | OR | OFF | 2005/06/12 13:35 |
| S31 | 169  | S30 and notifi\$6 with (agent or salesperson or salesman)  | US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB | OR | ON  | 2005/06/12 13:36 |
| S32 | 107  | S30 and notifi\$6 near2 (agent or (sales adj support))   | US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB | OR | ON  | 2005/06/12 13:37 |
| S33 | 107  | S30 and notifi\$6 near2 agent  | US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB | OR | ON  | 2005/06/12 13:37 |
| S34 | 6948 | (@ad<"20010507").ad. and (online or (on adj line) or ecommerce or (e adj commerce) or ebusiness or internet or web or portal or b2c or b2b) and (call near1 center) or crm or "customer resource management" or (customer adj support)   | US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB | OR | ON  | 2005/06/17 06:54 |
| S35 | 6948 | (@ad<"20010507").ad. and (online or (on adj line) or ecommerce or (e adj commerce) or ebusiness or internet or web or portal or b2c or b2b) and (call near1 center) or crm or "customer resource management" or (customer adj support)   | US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB | OR | ON  | 2005/06/17 07:55 |

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| S36 | 22   | S35 and ((monitor\$3 or alert\$3) near2 (customer or consumer or buyer or purchaser or procurer or shopper) with (interaction or brows\$3)  | US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB | OR | ON  | 2005/06/17 07:23 |
| S37 | 24   | S35 and ((monitor\$3 or alert\$3 or notifi\$6) near2 (customer or consumer or buyer or purchaser or procurer or shopper) with (interaction or brows\$3)   | US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB | OR | ON  | 2005/06/17 07:24 |
| S38 | 3    | S35 and (notifi\$6 near2 (customer or consumer or buyer or purchaser or procurer or shopper) with (interaction or brows\$3)   | US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB | OR | ON  | 2005/06/17 07:27 |
| S39 | 2    | S35 and (notifi\$6 near2 (interaction or brows\$3)) with (customer or consumer or buyer or purchaser or procurer or shopper)  | US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB | OR | ON  | 2005/06/17 07:37 |
| S40 | 4    | S35 and ((notifi\$6 or alert\$3) near2 (interaction or brows\$3)) with (customer or consumer or buyer or purchaser or procurer or shopper)  | US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB | OR | ON  | 2005/06/17 07:48 |
| S41 | 10   | "5828837".pn. "6173310".pn. "6154766".pn. "6151601".pn. "6067525".pn.   | US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB | OR | OFF | 2005/06/17 07:49 |
| S42 | 18   | (@ad<"20010507").ad. and (online or (on adj line) or ecommerce or (e adj commerce) or ebusiness or internet or web or portal or b2c or b2b) and ((notifi\$6 or alert\$3) near2 (customer or consumer or buyer or purchaser or procurer or shopper) with (interaction or brows\$3)                             | US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB | OR | ON  | 2005/06/17 07:57 |
| S43 | 2875 | (@ad<"20010507").ad. and (online or (on adj line) or ecommerce or (e adj commerce) or ebusiness or internet or web or portal or b2c or b2b or vortal) and ((call near1 center) or crm or "customer resource management" or (customer adj support) or sfa or "sale force automat\$4" or (sale adj support\$3)) | US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB | OR | ON  | 2005/09/09 12:33 |

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| S44 | 0      | S43 and (monitor\$ or observ\$3) with ((consumer or customer or buyer or shopper or purchaser or procurer) near3 comunicat\$4)   | US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB | OR | OFF | 2005/09/09 12:03 |
| S45 | 37     | S43 and (monitor\$ or observ\$3 or notificat\$4) with ((consumer or customer or buyer or shopper or purchaser or procurer) near3 (comunicat\$4 or brows\$3))             | US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB | OR | OFF | 2005/09/09 12:34 |
| S46 | 18     | ("5806043").URPN.  | USPAT                                       | OR | OFF | 2005/09/09 12:24 |
| S47 | 427598 | (@ad<"20010507").ad. and (online or (on adj line) or ecommerce or (e adj commerce) or ebusiness or internet or web or portal or b2c or b2b or vortal)                    | US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB | OR | ON  | 2005/09/09 12:34 |
| S48 | 0      | S47 and S44  | US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB | OR | OFF | 2005/09/09 12:34 |
| S49 | 0      | S44 and S47  | US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB | OR | OFF | 2005/09/09 12:34 |
| S50 | 37     | S45 and S47  | US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB | OR | OFF | 2005/09/09 12:34 |
| S51 | 66     | S47 and (monitor\$ or observ\$3 or notificat\$4) with ((consumer or customer or buyer or shopper or purchaser or procurer) near3 (comunicat\$4 or brows\$3))             | US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB | OR | OFF | 2005/09/09 12:35 |
| S52 | 37     | S51 and (((sale or customer) adj support) or (call adj center) or crm or (customer adj (resource or respons\$3) adj manag\$5) or (sale adj force adj automat\$3) or sfa) | US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB | OR | ON  | 2005/09/09 12:40 |